

100

102 IEX TotalView Workforce Management - Your Call Center - [WebStation Trade Rules - MU 111 Presidents]

File Edit View Special Skill BU CI MU Report Admin Tool VP Custom Window Help

104 MU: 111 Presidents Data Access: Modify Retrieve 150

106 ☒ Allow agents to trade schedules in the Agent WebStation. 112

116 Rules

118 ☒ Require supervisor approval for all trades.

120 ☒ Agents must be in the same MU.

122 ☒ Agents must have the same skills.

124 ☒ Agents must have the same value for this agent data group Supervisor

126 ☒ Allow give-away trades.

128 ☒ Allow partial day trades.

130 ☒ Scheduled hours cannot exceed 40 hours per week

108

132 Minimum advance notice required: 48 hours

134 Maximum advance notice allowed: 30 days

136 Minimum amount of time that may be traded: 2 hours

138

140 Traded schedules must fall in

142 ☒ the same week period, starting Sunday

144 ☐ any week period, starting 04/26/02

146 ☐ the same calendar month

148

110

Agent Trade Permissions

Trade Board

MU Trade Rules

Select

100

FIG. 1

For Help, Press F1. For Context Sensitive Help, Press Shift-F1.

2/11

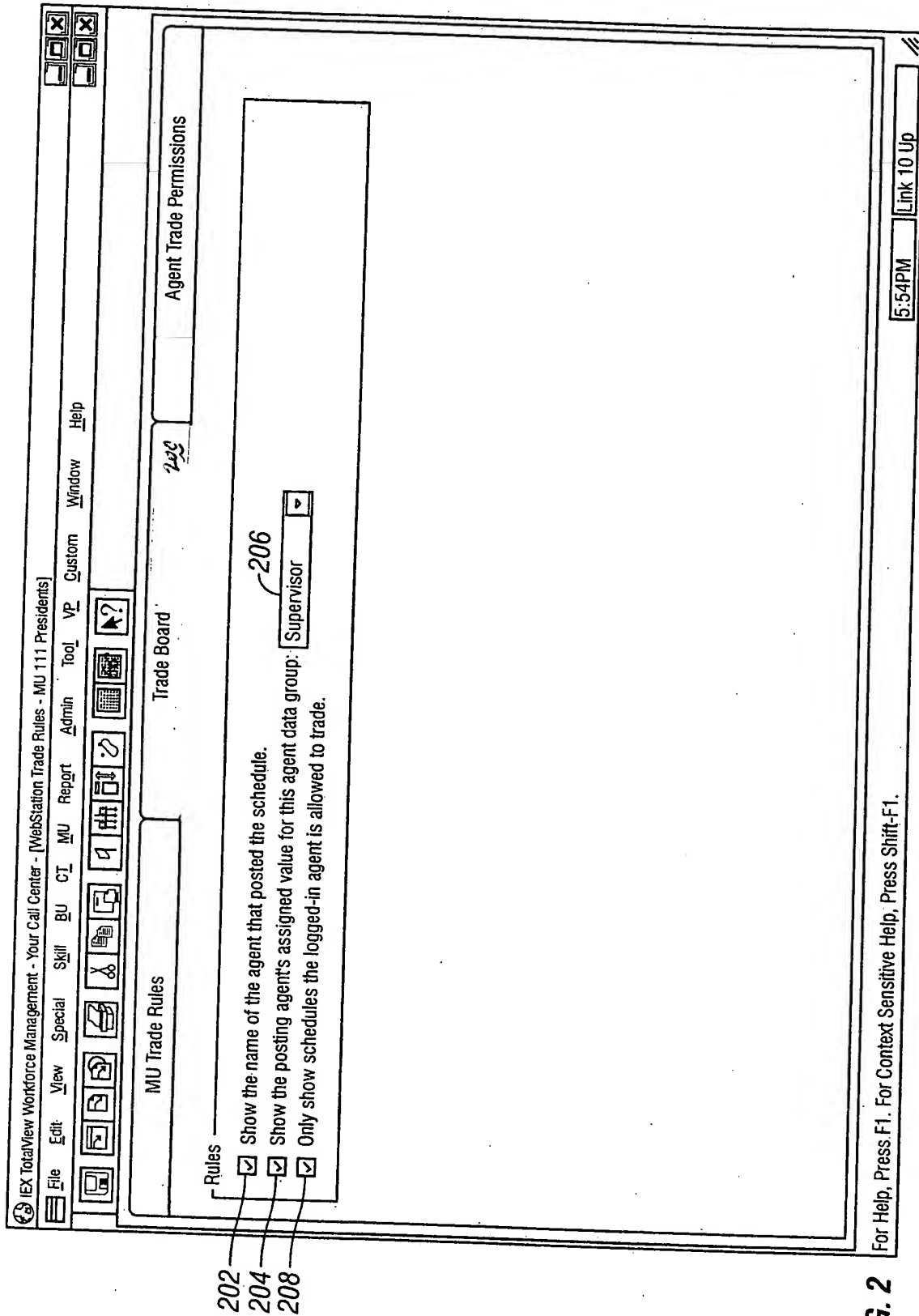


FIG. 2

For Help, Press F1. For Context Sensitive Help, Press Shift-F1.

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400

IEF TotalView Workforce Management - Your Call Center - [WebStation Trade Rules - MU 111 Presidents]

File Edit View Special Skill BU CI MU Report Admin Tool VP Custom Window Help

302 Trade Board Display 303 Retrieve Values

Agent Trade Permissions

Show values assigned to agents for this agent data group: Supervisor

ID	Agent Name	Supervisor	310	Do Not Allow Trades
123	Bailey, Ryan	Jones, Angel		<input checked="" type="checkbox"/>
203	Berniard, Chris	Booth, Mark		<input type="checkbox"/>
103	Booth, Mark	Booth, Mark		<input type="checkbox"/>
124	Carolus, Lynn	Nerpel, Pam		<input type="checkbox"/>
105	Coleman, Cassie	Booth, Mark		<input type="checkbox"/>
202	Davis, Cedric	Jones, Angel		<input type="checkbox"/>
111	Dixon, Kirk	Johnson, Letisha		<input type="checkbox"/>
122	Dossey, Larry	Jones, Angel		<input type="checkbox"/>
110	Draucker, Jim	Johnson, Letisha		<input checked="" type="checkbox"/>
100	Halbrook, Bly	Nerpel, Pam		<input type="checkbox"/>
106	Hardin, Chris	Jones, Angel		<input type="checkbox"/>
102	Hergert, Paul	Nerpel, Pam		<input checked="" type="checkbox"/>
101	Horton, Josh	Nerpel, Pam		<input type="checkbox"/>
112	Johnson, Letisha	Johnson, Letisha		<input type="checkbox"/>
200	Jones, Angel	Jones, Angel		<input checked="" type="checkbox"/>
120	Mathis, Ken	Jones, Angel		<input type="checkbox"/>
114	McCullough, Melissa	Johnson, Letisha		<input type="checkbox"/>
204	McGee, Josh	Nerpel, Pam		<input type="checkbox"/>
201	Mullins, Carl	Jones, Angel		<input type="checkbox"/>

306 312 304 (TABLE)

For Help, Press F1. For Context Sensitive Help, Press Shift-F1.

5:54PM Link 10 Up

FIG. 3

IEX TotalView Workforce Management - Your Call Center - [WebStation Trade Rules - MU 111 Presidents]

File Edit View Special Skill BU CI MU Report Admin Tool VZ Custom Window Help

Select 412 414

MU: 32 ... Sales Data Access: Modify 416 Retrieve 418

Show values assigned to agents for this agent data group:

Request status: All 420

Posting agent: Any agent 422

Accepting agent: Any agent 424

Approve All 406 Deny All 436

Posted schedule date: 05/05/2003 426

Requested schedule date: Any date 428

Times are shown in CST6CDT

432 Approve		434 Deny		Posting / Accepting Agents		Schedule		448 Status	450 Approved / Denied By
ID	Name	Day	Date	Start	End				
<input type="checkbox"/>	116 Tomasz, Susan	Mon	05/05/03	08:00am	09:00am		Approved	Mike Shaw	
<input type="checkbox"/>	105 Coleman, Cassie	Sat	05/05/03	05:00pm	06:00pm		Approved	Mike Shaw	
<input type="checkbox"/>	204 Mullert, Celia	Mon	05/05/03	All Day			Canceled	Pam Nerpel	
<input type="checkbox"/>	104 Salina, Bob	Sat	05/05/03	All Day			Completed	Mike Shaw	
<input type="checkbox"/>	203 Berniard, Chris	Mon	05/05/03	08:00am	09:00am		Completed	Pam Nerpel	
<input type="checkbox"/>	113 Shepard, Lori	Mon	05/05/03	All Day			Completed	Mike Shaw	
<input type="checkbox"/>	111 Dixon, Kirk	Mon	05/05/03	Off			Denied	Pam Nerpel	
<input type="checkbox"/>	108 Reich, Donna	Sun	05/05/03	All Day			Failed	Pam Nerpel	
<input type="checkbox"/>	106 Hardin, Chris	Mon	05/05/03	08:00am	09:00am				
<input type="checkbox"/>	122 Dossey, Larry	Mon	05/05/03	05:00pm	06:00pm				
<input type="checkbox"/>	115 Towery, Stuart	Mon	05/05/03	All Day					
<input type="checkbox"/>	124 Carolus, Lynn	Sat	05/05/03	All Day					
<input type="checkbox"/>	202 Davis, Cedric								

FIG. 4

500

my schedule

my trades

schedule trade board

Post your schedule to the trade board

Dates of the schedules you're posting:

502

Day 1:

5

May 2003

504

Day 2:

6

May 2003

506

Day 3:

7

May 2003

508

Day 4:

8

May 2003

510

Day 5:

9

May 2003

512

Day 6:

514

Day 7:

Trade the entire day or part of the day for each of these dates?

516

Trade the entire day

520

10

:

30

to

9.

522

518

Trade part of the day:

10

:

30

to

9.

continue

cancel

524

526

FIG. 5

FIG. 6

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700

home

StatsViewer

ScheduleViewer

alerts

acknowledge alerts

☒ 05/05/03
 ☒ 05/06/03
 ☒ 05/07/03
 ☒ 05/09/03

information

current scheduled activity:

Break

10:30am - 10:45am

next

Open Time

10:45am - 12:00pm

released schedules:

4/21/03 - 5/18/03

schedules were last modified:

4/25/03 - 1:22pm

my schedule

my trades

schedule trade board

trades I posted

trades I accepted

702

708

704

posted

712

706

710

714

716

post a schedule to the trade board

hide posted requests

today is Friday, April 25, 2003

May 2003

M	T	W	T	F	S	S
W	28	29	30	1	2	3
W	5	6	7	8	9	10
W	12	13	14	15	16	17
W	19	20	21	22	23	24
W	26	27	28	29	30	31

pending

hide pending requests

my posted schedule

details

Mon 05/12/03 08:00am-05:00pm

Sun 05/11/03 starting 08:00am

cancel

details

Mon 05/12/03 08:00am-05:00pm

Sun 06/01/03 starting 08:00am-12:00pm

cancel

details

Mon 05/12/03 08:00am-05:00pm

Wed 05/28/03 OFF

Sun 06/01/03 starting 08:00am

cancel

completed

hide completed trades

my posted schedule

details

Tue 05/13/03 08:00am-05:00pm

Sat 05/17/03 10:00am - 07:00pm

details

Wed 05/14/03 08:00am-05:00pm

Sat 05/18/03 11:00am - 08:00pm

unsuccesful

hide cancelled requests

my posted schedule

details

Thu 05/01/03 08:00am-05:00pm

Tue 05/27/03 10:00am - 12:00pm

details

Wed 05/02/03 08:00am-05:00pm

Mon 06/02/03 11:00am - 11:30pm

canceled

hide cancelled requests

my posted schedule

details

Fri 05/16/03 08:00am-05:00pm

Fri 05/16/03 OFF

details

Fri 05/16/03 08:00am-05:00pm

Fri 05/16/03 starting 11:00am - 11:30am

details

Fri 05/16/03 08:00am-05:00pm

Sat 05/17/03 starting 11:00am - 11:30am

details

Mon 05/19/03 08:00am-05:00pm

Mon 05/18/03 starting 11:00am - 11:30am

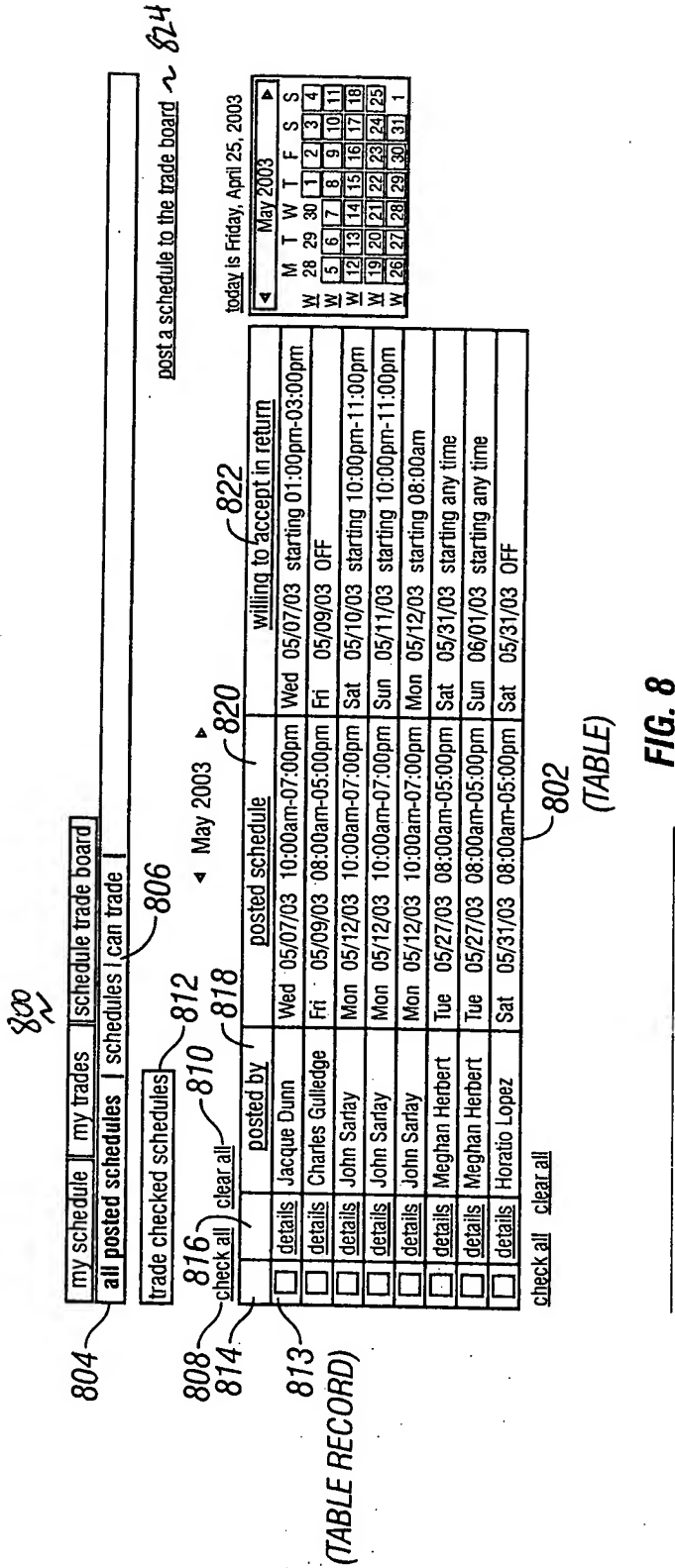
All requests

show

Internet

FIG. 7

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9/11

903

My Schedule Manager - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Search Web Search Site Up Highlight

Google

close

posting agent's current schedule 902

Saturday, May 10, 2003

OFF

Monday, May 12, 2003

☐ Open Time 08:00am 10:00pm
☒ Break 10:00am 10:15am
☐ Open Time 10:15am 12:00pm
☒ Lunch 12:00pm 01:00pm
☐ Open Time 01:00pm 03:00pm
☒ Break 03:00pm 03:15pm
☐ Open Time 03:15pm 05:00pm

your current schedule - 904

Saturday, May 10, 2003

☐ Open Time 10:00am 12:00pm
☒ Break 12:00am 12:15am
☐ Open Time 12:15am 02:00pm
☒ Lunch 02:00pm 03:00pm
☐ Open Time 03:00pm 05:00pm
☒ Break 05:00pm 05:15pm
☐ Open Time 05:15pm 07:00pm

Monday, May 12, 2003

additional trade information 906

Posting agent: John Sarlay

Supervisor: Mike Shaw

Posted: 05/10/03 10:30am

FIG. 9

my schedule

my trades

schedule trade board

You have chosen to trade the following schedules:

what you'll get:

Wed 05/07/03 10:00am-07:00pm

Thu 05/08/03 10:00am-12:00pm

Fri 05/09/03 10:00am-12:00pm

Sat 05/10/03 10:00am-07:00pm

Tue 05/13/03 10:00am-07:00pm

hours

9

2

2

9

9

what you'll give away:

Wed 05/07/03 12:00pm - 09:00pm

Thu 05/08/03 starting 07:00 PM

Fri 05/09/03 starting 07:00 PM

Mon 05/12/03 11:00am - 08:00pm

Tue 05/13/03 OFF

hours

9

2

2

9

9

cancel

confirm

FIG. 10

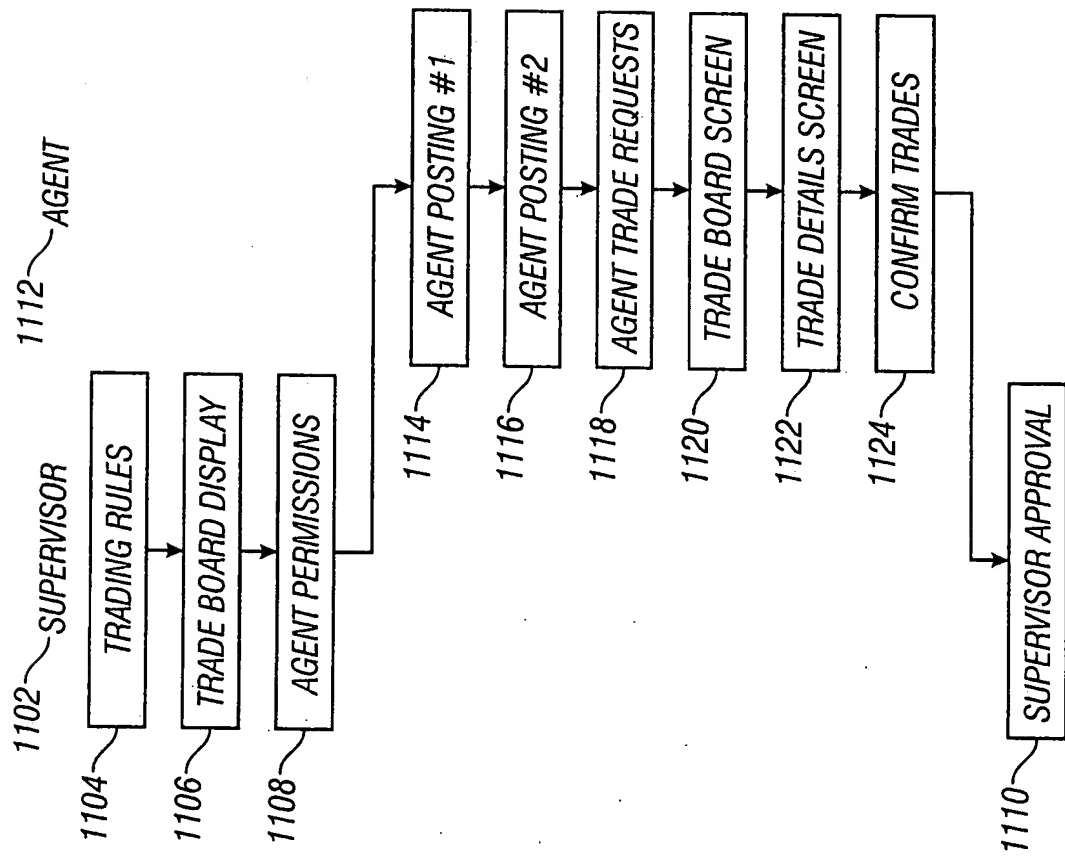


FIG. 11

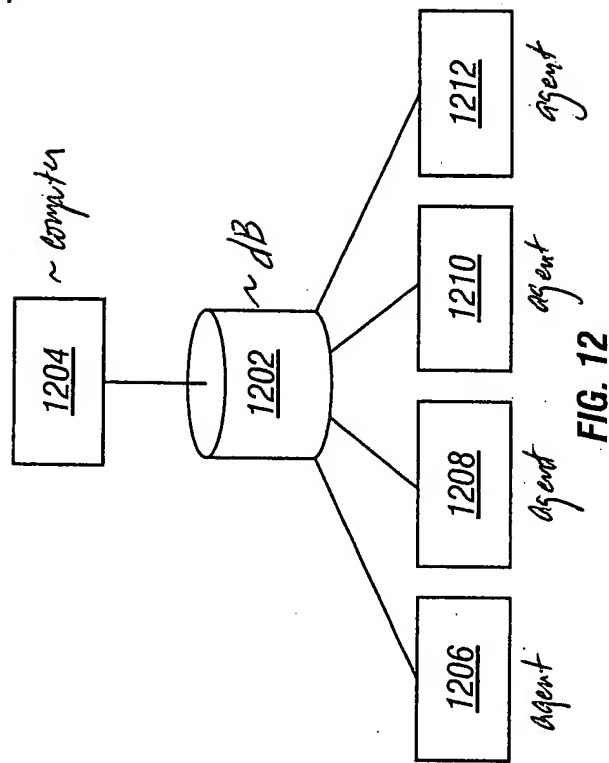


FIG. 12